

REQUEST FOR PROPOSAL

Addendum # 1



Department Of Executive Services
Finance and Business Operations Division
Procurement and Contract Services Section
206-684-1681 TTY RELAY: 711

DATE ISSUED: July 7, 2006

RFP Title:	King County Curriculum Development Services
Requesting Dept./ Div.:	King County Department of Executive Services – Human Resources Division
RFP Number:	135-06CMB
Due Date:	July 18, 2006 - 2:00 P.M.
Buyer:	Cathy M. Betts, cathy.betts@metrokc.gov (206) 263-4267

This addendum is issued to revise the original Request for Proposal, dated June 15, 2006 as follows:

1. The proposal opening date remains the same: Tuesday, July 18, 2006 no later than 2:00 p.m. exactly.
2. The sign in sheet from the July 5, 2006 pre-proposal conference is available by contacting Cathy Betts at cathy.betts@metrokc.gov. Please include your fax number if you wish the document faxed to you.

The following information is provided in response to questions received:

Q1: Should we be invited to conduct an interview about proposed work, is that something that we could do over a conference call? Or would we have to attend in person?

A1: This could be handled by a conference call.

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TO BE ELIGIBLE FOR AWARD OF A CONTRACT, THIS ADDEMDUM MUST BE SIGNED AND SUBMITTED TO KING COUNTY

Sealed proposals will only be received by:

King County Procurement Services Section, Exchange Building, 8th floor, 821 Second Avenue, Seattle, WA 98104-1598. Office hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Company Name

Address

City / State / Postal Code

Signature

Authorized Representative/Title

Email

Phone

Fax

This Request for Proposal – Addendum will be provided in alternative formats such as Braille, large print, audiocassette or computer disk for individuals with disabilities upon request.

- Q2: Which levels of managerial and non-management staff are included in the 'target audience' for the proposed training?
- A2: *It is anticipated that anyone who is a "manager" will be included in the "Managing with Measures" class; from a Unit Manager to senior management of the county. The other class (PM 101) would be open to any county employee with an interest or assigned performance responsibility.*
- Q3: Will the training be mandatory for these groups, or will it instead be offered as a resource to help them meet their established accountabilities for performance measurement and management?
- A3: *Currently, neither of the trainings will be mandatory but offered as resources. However, the county is in the process of evaluating the current management training curriculum and the classes on performance measures may become mandatory for certain audiences.*
- Q4: Is it acceptable for the consultant to propose terminology and definitions regarding performance measurement that differs from those already being used in County planning documents?
- A4: *There is a wide variety of terminology and definitions currently in use at the county. There are several key documents (e.g., budget instructions, Auditor's guidelines) which have attempted to use consistent language to discuss key terms. The consultant would work in concert with the Performance Management Director and the employee curriculum committee to come to agreement on appropriate terminology. Terminology widely divergent from that found anywhere in the county would not likely be acceptable.*
- Q5: To respond to the selection criteria "capacity to perform within schedule," I would like to clarify what date you expect the project to be completed. Also please indicate a preferred starting date, if any.
- A5: *It is anticipated that the pilot version for each class would be delivered prior to the end of 2006. Work will commence after the contract is finalized.*
- Q6: In your proposal it states you want the person to have "train the trainer" experience; did I interpret that correctly or can this be courses we have developed while working or consulting?
- A6: *It will not be necessary to train a trainer in a strict sense. What will be important is to work with the experienced training consultant so that they have a complete grasp of the curriculum and can teach each course utilizing the developed leader's guide. Another option would be for the developer to teach the pilot class while the instructor observes. This arrangement will be decided at a later date.*
- Q7: There are many kinds of performance measurement frameworks currently in use across King County's agencies and departments (e.g. benchmarks, outcome measurement, cost v. benefit analysis). Is there one particular performance measurement framework that King County is striving to implement?
- A7: *Although the county is not limiting departments in terms of performance measurement frameworks, there is a particular focus on outcome measurement. Within this broad outcome framework, there is also room for comparison with other jurisdictions or the use of comparative best practices (benchmarking). In fact, benchmarking is being encouraged for more advanced organizational users of performance measures. However, beyond the broad category of outcomes, the county is not promoting one specific framework that all departments must follow. Logic models are currently being developed for departments, but departments could choose to develop a Balanced Scorecard framework, for example, if they felt that best met their needs.*
- Q8: Are there certain types of measures that King County deems especially important to "quantitatively define a program's or department's effectiveness?" (e.g. benchmarks, amount of service provided, program outcomes, return on investment)
- A8: *Most departments already capture service demand and other activity or output measures. The most important measures that departments need assistance with developing are a diversity of outcome measures. These can take many forms including customer satisfaction, effectiveness or efficiency*

measures. For certain parts of the county's work (such as information technology or capital projects), return on investment or the impact of a project upon project completion are also important. Translating subjective information (such as survey responses) into quantitative information (a rating or score) is also an area of need and importance.

Q9: Regarding the prohibition of subcontracting:

- a: Does this mean that the consultant is not to utilize others' expertise in developing the proposal or in completing the Scope of Work?
- b: Am I correct in assuming that it is OK if the other person is an associate of the consultant's firm?
- c: Is it specifically prohibited only if the other person is an outside expert or SME?
- d: Can two firms collaborate in submitting a proposal and/or delivering the work if one of the business owners is clearly designated as the lead and contact person?

A9: a. Other's expertise can be utilized as long as the consultant under contract is billing King County for the additional consulting help under the contracted company's name. However, all individuals who will be working with the county to complete the scope of work should be identified in the submittal, including resumes, record of performance, and references.

b. Yes, that is acceptable providing the person is technically not a sub-contractor, but rather an associate. Employ the same submittal requirements as 9a.

c. No (see 9a).

d. Yes (see 9a).

Q10: Regarding references (RFP Section II, Item D - Record of Performance): If other consultants or associates of the consultant's firm will be involved in the project, do you want references for them, as well?

A10: Yes (see 9a).

Q11: Regarding timeframe: What are the starting and ending dates of the one-year contract? Do you prefer to begin before January 2007?

A11: Work will commence after the contract is finalized. The contract period will be one year from the finalization date. It is anticipated that the pilot version for each class would be delivered prior to the end of 2006

Q12: Is the proposed "Performance Measures 101" a prerequisite to "Managing with Performance Measures"?

In the development of the proposed course outlines it became apparent I would approach the second one much differently if the participants did not have the knowledge of Performance Measurement 101 under their belts.

A12: As a general practice, the county does not require pre-requisite classes for business reasons. Therefore, the county does not anticipate advertising Performance Measures 101 as a pre-requisite for Managing with Performance Measures. More likely, however, is that Performance Measures 101 will be advertised as "highly recommended" prior to registering for Managing with Performance Measures.